

TITLE V/SCSEP SERVICE UNIT PLAN OBJECTIVES

PSA # 1

2005 – 2009 Four Year Planning Period
CCR Article 3, Section 7300(d)

The Service Unit Plan (SUP) utilizes the new Data Collection System developed by the U.S. Department of Labor (DOL), which captures the new performance measures per the Older Americans Act of 1965 as amended in 2000, and the Federal Register 20 CFR Part 641. The related funding is reported in the annual Title V/SCSEP Budget.

Please list your performance measures in the table below. Each AAA must achieve at least the DOL's minimum required performance measures, unless lower measures have been negotiated and approved by the DOL. AAAs may indicate higher performance measures as well.

Title V/SCSEP

Fiscal Year (FY)	Goal Number	Objective Number	CDA Authorized Slots	National Authorized Slots (If applicable)
2005-06				
2006-07				
2007-08				
2008-09				

DOL's Minimum Required Performance Measures

1. Placement Rate – DOL's Minimum Unsubsidized Placement Goal is 25%

FY	Estimated Unsubsidized Placement Goal %
2005-06	
2006-07	
2007-08	
2008-09	

¹ If not providing Title V, enter PSA number followed by "Not Providing".

2. Service Level – DOL’s Minimum Service Level is 140%

FY	Estimated Service Level %
2005-06	
2006-07	
2007-08	
2008-09	

3. Service to the Most in Need – DOL’s Minimum Goal to Serve the Most in Need is 68%

FY	Estimated % Service to the Most in Need
2005-06	
2006-07	
2007-08	
2008-09	

4. Community Service Hours Provided – DOL’s Minimum Goal for Community Serve Hours

Provided is 999,400 hours, which is 91% (approximately 950 hours per authorized slot)

FY	Estimated Community Service Hours Provided
2005-06	
2006-07	
2007-08	
2008-09	

5. Employment Retention Rate – DOL’s Minimum Employment Retention Rate is 70%

FY	Estimated Employment Retention Rate %
2005-06	
2006-07	
2007-08	
2008-09	

**6. Customer Satisfaction for Employers, Participants, and Host Agencies – DOL’s Combined
Minimum Customer Satisfaction Rate for Employers, Participants, and Host Agencies is 80%**

FY	Estimated % Combined Customer Satisfaction Rate
2005-06	
2006-07	
2007-08	
2008-09	

**7. Earnings Increase –
DOL’s Minimum Goal for Earnings Increase 1 is 25% Higher than the Pre-Program Earnings
DOL’s Minimum Goal for Earnings Increase 2 is 5% Higher than Earnings Increase 1**

FY	Estimated Earnings Increase 1	Estimated Earnings Increase 2
2005-06		
2006-07		
2007-08		
2008-09		